



Data Protection Policy

To enable us to provide the high-quality services we currently offer, we have to hold potentially sensitive information about our customers.

We take the privacy of our customers and their data very seriously. This document will explain what data we hold and for what reason.

By trading with CC Discount Heating (Sudbury) you are agreeing to this policy.

1. Customer database:

Our customer database holds the names, addresses, phone numbers and email addresses of our current & past customers. It may also hold details of how we were introduced. Access to this database is for CC Discount Heating (sudbury) staff only.

2. Accounts:

Customer contact details as well as previous billing details are held to enable us to trade. These details are stored by our accounts system provider "YourTradebase" and is hosted directly with them. Access is only available to our administrator over a SSL encrypted connection. YourTradebase support may also be granted short term access by CC Discount Heating (sudbury) whilst diagnosing a problem with the system.

We do not store customer bank details for payments received by standing order or BACs.

Cheques received do contain sensitive banking details although these are forwarded to our bank and copies are not kept.

Debit & Credit card payments made over the telephone are processed using "Barclaycard" PDQ terminal. Card information is entered in real time and full card details are never stored by CC Discount Heating (sudbury).

3. Website

No personal information is collected on/by our website unless voluntarily entered into the "contact us" or "newsletter" sign up forms. Subscribers can opt out from newsletters at any time via the same form for contacting us.

4. Email

We hold a database of previously opted in names and email addresses for the purposes of emailing the very occasional newsletter. To remove your details from this database please follow the details at the bottom of any newsletter or contact us. We never purchase lists of email addresses from 3rd party companies or sell our databases.

5. Email Encryption

Email access by CC Discount Heating (sudbury) staff to our email servers are always protected by SSL encryption. External emails passing in and out of our email systems will also be encrypted if the other server also supports it. If it doesn't the email will be transmitted in clear text. Because of this, we advise against sending sensitive data such as passwords and bank details by email.

6. Copies and Deletion of Information

If you wish to have a copy of all the information we hold about you, or would like it deleted from our systems, please write to us at the address below with your request.

7. ICO registration

CC Discount Heating (sudbury) is registered with the Information Commissioners Office - our registration number is: ZA419268

8. Contact information

For more information or to request copies of your data, please write to:

CC Discount Heating (sudbury)
35 Bear Street
Nayland
Colchester
CO6 4HX

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